



CALL  
MANAGEMENT  
SOLUTIONS

WE ANSWER  
YOUR CALLS  
WHEN YOU CAN'T.

## What is a Shared Service Model?

When you outsource your call management to i24 Call Management Solutions, you are signing up for a “Shared Service Model” and you’re in good company.

Hundreds of our clients enjoy excellent customer service from a shared service model and 90% of businesses in general, chose that option.

If you’re not sure of what a shared service is, think of it in context of a courier company. Rather than purchasing your own delivery truck and hiring a dedicated driver, you use a delivery service. Since the service doesn’t just deliver your packages, the delivery time of your package will depend on the number and priorities of other packages on their route. If you want a guaranteed or faster delivery time, you will be required to pay more.

### The reasons a shared service model is the most popular are:

- It provides all the basic features of a call management service provider i.e.
  - Supports your customers throughout the day, after hours and during holidays.
  - Responds to calls when it’s not possible for you to do so.
  - Lowers your overhead dramatically.
- It fits the needs of most companies given that the level of product knowledge is general.
- The cost of a shared service is significantly lower than that of an in-house dedicated 24/7 staff.

### What you can expect from a Shared service model:

- Low monthly cost – by sharing the call centre resources you’re reducing your monthly costs. You only pay for what you use.



- A customized service agent protocol that directs agents to respond and triage general customer inquiries.
- Tier one agent skill sets – agents can handle, respond and direct any general inquiry.
- Call agents available any time of the day or night, 7 days a week.
- Call lengths of five minutes or less.
- Simple account setup.
- Emergency message dispatch if required.
- Online access to call recordings, on-call schedules, account statistics and billing details.
- A reliable, friendly and professional assistant who never takes lunch, calls off, calls in sick or takes a vacation.
- Service level that averages the 70/30% ratio for answering calls. This means 70% of phone calls are answered live. During call peaks, 30% of calls are initially responded to by an automated personalized greeting (in your company's name) and then answered by an agent within an average of 30 seconds.

For more information about Shared and Dedicated service models, check out our blog post: [Should You Choose Dedicated or Shared Customer Service Support.](#)